

HAP TODAY

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The mission of the Health Access Project is to improve access and coordinate comprehensive health care for those in need

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Health Access Project Client Success Stories

Over the past nine months, HAP has case managed approximately 500 clients. Here are just a few of the many success stories that have resulted from physicians, hospitals, safety net providers and other partners all coming together to meet a community need...

A single, Hispanic mother of two who suffers from Intersitial Lung Disease was seen in a Hospital Emergency Room and admitted to the hospital for pneumonia. Upon discharge, she was connected with a HAP case manager. The case manager identified a volunteer pulmonologist who is now providing ongoing treatment. HAP helped the client obtain needed medications and is working with Centro de la Familia to provide the client with transportation and food assistance. In addition,

both organizations are working together to assist the client in obtaining oxygen, without which the client would likely be hospitalized again.

A local community clinic was providing low-cost, primary care to a Kurdish-speaking uninsured female. She was almost unable to work due to chronic back pain. The patient was referred to HAP and HAP identified an Orthopedic Surgeon through the HAP Volunteer Provider Network who was able to provide needed care. Through the attention of this physician, the client has been able to remain in her job, and her quality of life has improved considerably.

A primary care physician who is a member of the HAP Volunteer Pro-

vider Network was treating an uninsured patient that was in need of a stress test. The physician referred the client to HAP and the HAP case manager arranged the test through a HAP volunteer cardiologist. In addition, HAP provided the client with a glucose monitor and strips to help regulate his Type II diabetes and assisted him in applying for the Primary Care Network (PCN). HAP arranged for coverage of lab services and pharmaceuticals until the client was enrolled in PCN. The client has since become employed and is doing very well. Through HAP's involvement, the client can continue to see his primary care physician, who will now get reimbursed for the care provided. (continued on page 3)

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Thank you to all of our Health Access Project Partners!

Alta View Hospital; Association for Utah Community Health; Centro de la Familia de Utah; Community Health Centers, Inc.; Cottonwood Hospital Medical Center; Globus Relief Fund; HealthInsight; Health Resources and Services Administration; Information and Referral; Intermountain Health Care Mission Services; Intermountain Health Care Physician Division; Jordan Valley Hospital; Laboratory Corporation of America; LDS Hospital; Matheson Center for Health Care Studies; Pioneer Valley Hospital; Primary Children's Medical Center; Quest Diagnostics; Salt Lake Community Action Program; Salt Lake County Dept. of Human Services; Salt Lake County Medical Society; Salt Lake Endoscopy Center; Salt Lake Regional Medical Center; Salt Lake Surgical Center; Salt Lake Valley Health Department; Smith's Food and Drug; St. Mark's Family Medicine; St. Mark's Hospital; South Towne Surgical Center; University of Utah Health System; Utah Department of Health; Utah Hospitals & Health Systems Association; Utah Issues; Utah Medical Association; Veterans Affairs Medical Center; Wasatch Homeless Health Care, Inc.



Volunteer Provider and Office Staff Profile

When Dr. Randal Jones heard about the Health Access Project at a St. Mark's Hospital medical staff meeting, he decided to participate as a volunteer physician because, "it seemed like the right thing to do." But after having such a positive experience caring for HAP patients, he has come to believe that it is not only the right thing to do, but also the smart thing to do. "It makes sense; I would rather see these patients in my office during the day than in the middle of the night in the Emergency Room."

Dr. Jones is a General Surgeon with hospital privileges at Jordan Valley, Pioneer Valley, Alta View, and St. Mark's. He is a part-owner of the South Towne Surgical Center and recently persuaded the Center's board to provide charity care at their facility to one HAP patient per month.

In addition to involving the South Towne Surgical Center, Dr. Jones also encouraged his partner, Dr. G.

Remington Brooks to participate. Like

Dr. Jones, Dr. Brooks received his medical training at the University of Utah and practices as a General Surgeon. He feels it has been easy to provide care for HAP patients. "All of the patients have been worked up and we receive their medical charts, so we don't have to spend time tracking down information on them."



Dr. Jones, Marjean Smith, Coleen Eagan and Dr. Brooks

Dr. Jones and Dr. Remington have provided care for many HAP patients and have generously donated their time in performing much-needed surgeries. Dr. Jones said, "All my HAP patients have been appreciative and said thank you—and that is great."

None of this would be possible without their terrific staff. Coleen Eagan serves as the Office Manager and

stays busy doing medical assisting, surgery scheduling, and transcription. Marjean Smith is the Business Manager for the partnership, and outside of the office she enjoys spending time with her grandchildren.

On behalf of the HAP staff and clients, we would like to express our gratitude to Dr. Jones, Dr. Brooks and their staff for participating in HAP!

Multicultural Issues: Rationale for Cultural Competence in Health Care

The population of Salt Lake County has become increasingly diverse over the past decade. Ethnic and racial minorities are over twice as likely to be uninsured as white Utahns, and therefore comprise a large segment of the HAP client population. Sixty-four percent of HAP clients are ethnic or racial minorities and over 50% speak a primary language other than English (see page 4 for additional demographics). HAP is strongly committed to serving and responding effectively to this diverse population.

The National Center for Cultural Competence has identified numerous reasons that justify the need for cultural competence in health care at the patient-provider level. The reasons include the following:

- The perception of illness and disease and their causes varies by culture;
- Diverse belief systems exist related to health, healing and wellness;
- Culture influences help-seeking behaviors and attitudes toward health care providers;
- Individual preferences affect traditional and non-traditional approaches to health care;
- Patients must overcome personal experiences of biases within health care systems; and
- Health care providers from culturally and linguistically diverse groups are under-represented in the current service delivery system.

HAP is currently offering cultural sensitivity, cultural competency and cultural proficiency trainings to HAP Partners. The trainings are intended to help providers and staff achieve awareness, knowledge, and skills in the area of intercultural communication. HAP also seeks to help medical providers better their understanding and sensitivity to the different needs people from various cultures and backgrounds may have.

If you are interested in learning more about cultural awareness trainings or would like copies of bilingual health education materials related to your specialty, please contact Sabrina Morales, HAP Multicultural Services Coordinator at 412-3991 or smorales@chc-ut.org.





HCAP Grant Program Authorized by Congress but YOUR HELP is Needed NOW to Ensure HAP is Funded

The Healthy Communities Access Program (HCAP), the federal grant program that funds the Health Access Project, has been authorized by Congress for the first time since the Program's creation! We would like to thank our congressional delegation for their unanimous support of this authorization bill. Representatives Matheson, Cannon and Hansen and Senators Bennett and Hatch have been strong supporters of funding for community health centers and programs such as ours.

FUNDING FOR HAP IN JEOP- ARDY!

Authorization of the HCAP Grant Program increased the likelihood that the Program will be funded and that HAP will receive one more year of federal funding. Unfortunately, due to federal budget pressures and competing priorities, Federal Fiscal Year 2003 funding for HCAP is now in jeopardy. If HCAP is not funded, HAP's federal

grant will end on August 31, 2003.

Now more than ever, we need your help in sustaining funding for HAP. Congress needs to hear from you as soon as possible because their staff are wrapping up work on the remaining spending bills in December and plan to vote on the final bill in January.

PLEASE CONTACT CONGRESS IMMEDIATELY AND EXPRESS SUPPORT FOR \$120 MILLION APPROPRIATION FOR HCAP GRANT PROGRAM.

In an effort to mobilize support of HCAP nationwide, HAP has joined the Healthy Communities Access Coalition. Together with other HCAP grantees, HAP supporters can make a difference in the long term funding possibilities for HAP.

Please email or call our congressional delegation today and urge them to contact the Labor/HHS Appropriations Subcommittee to express support for a \$120 million appropriation for the HCAP Grant Program for FFY 2003. Share with them how HCAP is helping Salt Lake County.

Senator Bob Bennett
(202) 224-5444
senator@bennett.senate.gov

Senator Orrin Hatch
(202) 224-5251
senator_hatch@hatch.senate.gov

Representative Chris Cannon
(202) 225-7751
cannon.ut03@mail.house.gov

Representative Jim Matheson
(202) 225-3011
jim.matheson@mail.house.gov

Representative-elect Rob Bishop
Contact information not yet available

For additional information on HCAP please contact Tanya Kahl at 412-3989 or tkahl@chc-ut.org.



Health Access Project Client Success Stories (continued from page one)

* A Spanish speaking young woman was seen in a hospital Emergency Room with a diagnosis of Fetal Demise. She had already sought treatment at two other medical facilities over the course of the prior two weeks. Like many uninsured patients, without money to pay for the needed procedure up front, she was unable to find a provider who could treat her. Upon signing up with HAP, her case manager was able to arrange an appointment with an OB/GYN in the HAP Volunteer Provider Network who was "more than happy to see the patient." The patient was scheduled to have surgery three days later. HAP is working with the Volunteer OB/GYN and Medicaid to ensure the provider is paid for any services that can be reimbursed. The client was very relieved to have the procedure completed before any further complications developed.

Free and Low Cost Mammograms & Pap Smears

The Salt Lake Valley Health Department offers the following free and low cost breast & Cervical Cancer Screening Exams to women 40 and older:

- **Clinical Breast Exams**
- **Mammograms**
- **Pap and Pelvic Exams**

Women may simply call 963-7300 for an appointment

- Appointments available Monday – Friday at 4 different locations
- Translation & Transportation available
 - No documentation needed

All women who come in receive a free lunch for taking care of their health!



"Invest in your community"



Community Resource Update: PCN Enrollment Fee Assistance

Many individuals who qualify for the Primary Care Network (PCN) can not afford to pay the \$50 enrollment fee because their income is so low or they have other high fixed costs such as housing or prescriptions.

The Health Access Project has provided funding to the Salt Lake Community Action Program to assist at least 450 Salt Lake County residents in paying the required enrollment fee.

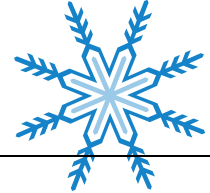
Referral Process

Once a PCN applicant has received their letter of eligibility for the Primary Care Network, they can call the Community Action Program at 359-2444 and request an appointment for the Primary Care Network Assistance Program. The Salt Lake Community Action Program is located at 764 South 200 West in Salt Lake City.

Clients will be given instructions on what they need to bring to the

appointment and will be asked to contribute a minimum of \$5 or \$10 toward the cost of the enrollment fee.

Questions about the Primary Care Network? Call 1-888-222-2542 or visit <http://health.utah.gov/pcn>.



Health Access Project Client Demographics

Health Access Project Client Demographic Data is collected by HAP Case Managers at enrollment into HAP. This analysis was prepared from 447 records of clients enrolled in HAP from March through November, 2002. Data presented is based on the number of clients with demographic information available for each measure.

Gender	Percentage
Female	59.28%
Male	40.72%

Employment Status	Percentage
Unemployed	61.34%
Employed	37.50%
Self-employed	0.58%
Not Applicable	0.58%

Years of Education	Percentage
0 to 6	21.53%
7 to 11	30.38%
12	25.37%
13 to 15	15.34%
16+	7.37%

Race/Ethnicity	Percentage
Hispanic	54.09%
White	35.96%
Asian/Pacific Islander	4.97%
Other	4.97%

Primary Language	Percentage
Spanish	47.35%
English	45.59%
Other**	7.06%

**Other Languages include Vietnamese, Portuguese, Bosnian, Samoan, Tongan, Albanian, Arabic, Dinka, Nowegian, Chinese, German, Korean, Kurdish, Russian, Soma-lian, and Xhosa.



HAP Staff at staff retreat (from left to right): Tanya Kahl, Luz Molina, Liz Leavitt, Elizabeth Putnam, Sam Augustine, Maria Mendez, Matt Speckman, Kellie Ottosen, Gordana Kapetanovic, Amy O'Connor, Sabrina Morales, Maribel Real, Deborah Jack, Bethany Brady (Not pictured: Daniel Nielson).

Number of Individuals in Household	Percentage
1	27.54%
2	15.65%
3 to 5	41.16%
6 to 8	13.33%
9 to 12	2.32%

Congratulations to HAP Case Manager, Maribel Real, on the birth of her son! Christian David Real was born on November 17th.





Members of the HAP Volunteer Provider Network

Abbott, Thomas	Carpenter, Craig	Gartrell, Alan D.	Hurst, Barbara	Naatz, Jonathan	Ryser, David K.	Weeks, Lionel E.
Adjei-Poku, Michael	Castrella, Peter J.	Gehle, Kim J.	Irvine, Bruce C.	Nelson, John C.	Sambado, Dorene	Weiss, Paul
Aizad, Tazeem	Casull, Kathryn	Gilfeather, Mary	Jack, David B.	Nelson, John	Samuelson, Kent	Welch, Dennis M.
Albo, Dominic	Chen, Christine	Ellen	Jacobs, John M.	Newman, Clinton	Sawchuk, Terry C.	Welch, Michael B.
Albro, James E.	Chen, Kim	Giovanniello, Michael T.	Jacobsen, Darren	Newton, Bruce Y.	Schmidt, Jeffrey C.	Welling, Eric
Allen, Kathie	Cheng, Christine A.	Gontrum, David M.	Jensen, Joseph D.	Nichols, Don	Schultz, Edward	West, Hugh
Allen, Louis S.	Chick, Leland R.	Goddard, Mark	Jones, Randall K.	Niederee, Laurie	Ted	White, Douglas
Allen, Wallace	Child, Todd A.	Goodart, Roy A.	Jones, Christopher	Nielsen, Richard	Seaman, James P.	Whitney, Wendy
Allred, Gerald L.	Childs, Lane C.	Goodart, Roy A.	Jones, Cynthia A.	Nielson, Eric	Searle, Clark L.	Whittington, Richard
Anderson, Jeffrey	Choucair, Ali M.	Grange, Tim S.	Jones, JS Roger	Nilson, Jay	Seegmiller, David	Wilde, Clayton S.
Anderson, Steven	Christiansen, Robert M.	Graul, Elizabeth	Joseph, Ronald	Norris, Jennifer	Shen, Katherine A.	Wilkinson, Craig
Anderton, Barry		Gubler, David-	Kendall, Diane	O'Neil, Kathleen	Shepherd, Mark M.	Wirth, Amanda
Aoki, Jon R.	Civish, Fred M.	Guerra, Paula A.	Kimball, Jordan A.	Orchard, Anna G.	Shields, K. Gary	Woolsey, Sarah L.
Arias, John	Clayton, Paul	Guerra, Carlos A.	Kiraly, Bernadette	Orme, Robert	Shultz, Stephen M.	Wright, Michael T.
Arnder, Lance	Cole, Harold S.	Haberman, Paula L.	Kristen, Judith L.	Orme, Geoffrey A.	Smith, David J.	Yee, James B.
Asmar, Paul	Collett, Camille	Halden, William J.	Knight, David	Osborn, Jeffrey S.	Smith, Gregory	Young, Alan
Avent, James M.	Coppin, Thomas D.	Hales, Keir F.	Knorpp, Scott W.	Palmieri, Lisa D.	Smith, J. Lynn	Youngblood, Robert
Ayers, Jeffery	Cramer, Joseph G.	Hales, Reid B.	Labasky, Richard	Parkinson, Brett T.	Smith, N. Lee	Zehnder, Brian K.
Backman, Richard	Crandall, Brian G.	Hamilton, Blake	LaMalfa, Toni	Paulos, Lonnie	Smith, Stanton M.	
Bahr, A. Lee	Curran, Marilyn L.	Hammon, Daniel	Langeland, Fred	Payne, Robert M.	Sonkens, Jerry W.	
Baker, Maurice G.	Cutler, Christopher	Hammond, Elizabeth	Lappe, Donald L.	Pedersen, PJ	Sorensen, Sherman	
Barker, Bryce G.	Dabbas, Bashar	Hamp, Dennis	Larsen, L. Craig	Peterson, Gaylon	Sotiriou, Leo	
Barney, Mitch F.	Daines, Clark	Handy, Jerry E.	Larsen, Kenneth S.	Peterson, W. Curtis	Soulier, Scott M.	
Barton, Jay	Davis, Brian R.	Hannah, Ralph	Larsen, Lagrande	Phelps, Amy N.	Southwick, Edward	
Barton, Scott R.	Davis, Nathan W.	Hannon, G. Duggan	Lash, Stephen D.	Pingree, James H.	Souza, Steven J.	
Bearson, Patricia	Day, Stefani J.	Hansen, Clarene	Lauritzen, Derek	Pisani, David E.	Speed, John	
Beck, Charles L.	Dechet, Pilar	Hansen, Scott E.	Leckman, Scott A.	Ponze, Sean	Spencer, Steven	
Bell, Robert	Deiss, Katharine D.	Hansen, Leon W.	Lee, Steven	Pribble, Charles G.	Stahl, III William G.	
Benator, Rachel S.	Desautels, Steven	Harding, Kristen	Libre, Kenneth P.	Prystas, Elizabeth	Stanchfield, John	
Bentley, Frank	Devenport, Karl W.	Hardman, Lara	Lobsiger, Jacqueline	Quarles, Leto	Steinvorh, June C.	
Blackham, Brenda	Dickerson, Jason	Hardy, David C.	Loeser, Edward	Quiel, Edwards	Steven, Scott M.	
Blanch, Marsden	Diehl, Paul J.	Harker, W. Graydon	Loewen, Natalie	Rabin, Mara	Stewart, Gayle M.	
Blatter, Duane D.	Dietlein, John	Harker, Colleen	Long, Tamiko A.	Rampton, Jack B.	Stipelman, Carole	
Blood, Todd	Dittrich, Kari	Harper, Spence	Lorah, David M.	Ramsey, John F.	Sundwall, Dale A.	
Bohnert, John	Duffy, Timothy	Harrie, Roger P.	Lordon, Margret	Randolph, Todd L.	Sundwall, Peter V.	
Bonk, Roy T.	Dupont, Gregory P.	Harris, Les	Luers, Patrick R.	Rapleye, Alan T.	Swensen, Jeffrey	
Booth, Edgar J.	Edson, D. Michael	Harris, Dale	Lundberg, Max S.	Rasmussen, Dee	Swensen, Swen R.	
Boschert, Mark E.	Edwards, Robert	Hart, Kathryn D.	Lym, Robert M.	Rasmussen, Kent	Swinyer, Leonard	
Bossart, Peter W.	Engstrom, Fae	Hasby, Peter J.	Mangelson, Michael	Rayburn, Robert L.	Swoboda, Paul R.	
Box, Terry D.	Ensign, Margaret	Hathaway, Peter	Mann, Howard	Reilly, William	Szczesny, Lorraine	
Bradley, R. Ralph	Eyring II, Edward	Henrie, John M.	Matthews, Morris	Reveley, Chris	Tanner, David L.	
Bradley, Stephen	Faber, David W.	Heubusch, Diane	McCray, David W.	Revenaugh, James	Taylor, Ann	
Bready, Randall	Farley, Michael	Hightower, R. Ross	McCusker, Kevin	Rhodes, Randy	Terreros-Goldsich, Jana	
Brinton, W. Robert	Farnsworth, Steven	Hill, David P.	McManama, Craig	Rich, Terry H.	Towner, Steven R.	
Brooks, J. Remington	Farnsworth, Richard	Hillyard, Robert	Merkley, Kathy	Richards, Ann	Troxell, R. T.	
Brown, Calvin R.	Ferreira, Paul J.	Hilyer, Laurie L.	Meuleman, Thomas	Withrow	Udall, King S.	
Brown, J. Sandy	Fick, Janna D.	Hirning, Patrice	Micklos, Timothy	Richards, Christina	University of Utah	
Buchi, Kenneth N.	Fischbach, A. J.	Hissong, Kimberley	Middleton, George	Richards, C. David	Medical Group	
Burke, J. Lee	Flegal, Douglas	Hobson, Wendy L.	Miller, Ronald	Richards, Kent F.	Utah Heart Clinic	
Burki, Regula E.	Flinner, Robert L.	Holt, Richard	Miller, Steven K.	Richardson, Stephen F.	Utah Imaging Associates	
Burns, Ginny	Foley, John F.	Hopkins, Scott A.	Miller, Suzan	Ricks, Jane H.	Valentine, D. Mark	
Burton, Scott	Foster, William	Horton, Steven C.	Mineau, D. Edward	Ribgy, ODell	Van Ginkel, Bernard	
Burton, Mary D.	Fruin, Mark	Horwood, Keith O.	Miska, Robert M.	Rizzardi, Barbara	Viney, James P.	
Campana, Chris	Fuller, Gene R.	Howard, Ben	Mohr, Michaela S.	Roberts, Philip	Voorhees, Hugh D.	
Canfield, Charles	Furst, Sheldon R.	Hudspeth, Richard	Moore, David A.	Robinson, David	Walsh, Kevin J.	
Cannon, Grant W.	Gabor, Vasul Frank	Hughes, J. P.	Moreland, Jay C.	Robinson, Deborah	Ward, John	
Cannon, George	Gamble, Christopher	Hughes, Dennis C.	Morgan, James	Robinson, John	Waterfall, Brian	
Cannon, Wayne H.	Gange, Steven N.	Hunt, Stephen T.	Morrison, W. James	Ruff, Ronald J.		
	Gardner, Thomas	Hunter, Robert G.	Mulroy, John J.			



The University of Utah Medical Group and IHC Physician Division participate in the HAP Volunteer Provider Network

*Names in bold indicate HAP Lead Physicians



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Happy New Year!

Staff Directory



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